

I have been attempting (w/o success) to cancel the following wireless phone account (002580974-7) with Sprint PCS. Since 11-18-02, they have received 2-emails and 2-letters (1-registered mail) in my attempts. They have also received 6-calls from me regarding this, lasting a total of over 3.5 hours in length. I, in turn, have received no confirmation of cancellation except that the assigned ph. number was no longer active from 1-20-03 onward. Nevertheless, Sprint saw fit to send me a bill for service from 1-19-03 through 2-18-03 in the full amount (44.17 incl taxes and surcharges). My call today with Sprint PCS ended with the rep. stating that I would have to pay a further 17.53 in order to cancel "because there was some usage in January." I explained that the assigned number was inactive and the bill detail showed absolutely no activity. I opened this account 10-99 with nothing more than a month-to-month contract (and a single change in service plan 1-00) so there certainly could be no legally binding "early termination" charges. I feel that my troubles with this company are definitely worth of a complaint with this agency.